

CLUBHOUSE MANAGER PROFILE: PHILADELPHIA COUNTRY CLUB GLADWYNE, PA

CLUBHOUSE MANAGER AT PHILADELPHIA COUNTRY CLUB

Nationally recognized as a premier family club and one of the most prestigious clubs in the Northeast, Philadelphia Country Club (PCC) is seeking a Clubhouse Manager to lead all front-of-the-house food and beverage operations while fostering a culture of service excellence. The ideal candidate will be a hands-on, visible, and engaging leader with an attention to detail and a true passion for hospitality and service along with a desire for professional growth. The aptitude to coach, inspire, train, and develop team members while establishing performance standards and accountability measures is also critical to the success of the position. The Clubhouse Manager shall report to the Director of Food, Beverage, and Culinary Operations and should possess a track record of operational success. He or she will be an active participant on club committees and will partner with the Director of Food and Beverage while having the opportunity of being mentored by the General Manager to drive consistency of service and member experience standards throughout the organization.

[Click here to view a brief video about this opportunity.](#)

ABOUT PHILADELPHIA COUNTRY CLUB

Established in 1890, Philadelphia Country Club embodies tradition, community, and excellence, serving families seeking a holistic recreational experience. Spanning 300 acres on the Main Line, PCC fosters a culture centered on integrity, mutual respect, and an unwavering commitment to member satisfaction.

The Club was the seventh member of the U.S. Golf Association and boasts a distinguished 27-hole golf facility featuring the Championship Spring Mill Course, designed by William S. Flynn. The Club has hosted several prestigious tournaments including the 43rd U.S. Open in 1939, the 2003 U.S. Women's Amateur, and co-hosted the 2005 U. S. Amateur. The addition of the Centennial Course by Tom Fazio commemorated the Club's centennial, further enriching its golfing legacy. The Centennial Nine was recently renovated to make way for a new practice area. Looking forward, the Club has been named Stroke Play Co-Host with Merion Golf Club of the 2026 US Amateur Championship. Presently the Spring Mill Course is undergoing a significant phased restoration, with the Spring Nine opening in June 2024 and the Mill Nine starting renovations in August 2024 and opening in June 2025.

Beyond golf, PCC offers an extensive range of amenities catering to diverse interests. These include a Fitness Center, Shooting Lodge, nine Har-Tru tennis courts, four new paddle courts, four new pickleball courts a newly rebuilt, resort-style Olympic-size pool, squash, and bowling facilities, as well as spaces for bridge, yoga, and Pilates. PCC has hosted multiple squash tournaments including the 2013 US Open Squash Doubles tournament, and it currently has three international singles and two international doubles courts. Emphasizing family-centric activities, PCC nurtures young talent through comprehensive youth programs, including summer camps and sports training across various disciplines. An extensive capital project called The Summer House (soon to be renamed) will be under construction in 2024. This will add a two-storied facility featuring year-round casual dining, a viewing deck and bar overlooking the paddle courts, a new tennis spectator space, and a cozy "warming hut."

The dining experience at PCC is recognized as one of the best in the area, with four distinct dining rooms, including the Bullitt Bistro, Grille Room, the exquisite 1890 room, an outdoor terrace offering breathtaking views, and versatile event spaces. Led by Chef David Gilbert, the culinary team has garnered acclaim for its excellence, setting a benchmark for fine dining experiences.

PHILADELPHIA COUNTRY CLUB BY THE NUMBERS:

- 26,754 Approximate annual rounds of golf
- Initiation Fee: \$90K
- Annual dues: \$15,865
- 1026 Members, all categories
- \$19.1M Gross volume approximately
- 10.6 M Annual Golf and Club dues volume approximately
- \$5.5M F&B volume approximately
- 97 Full-Time Employees; 150 seasonal
- 52 - Average age of members
- POS and Accounting are both JONAS systems

PHILADELPHIA COUNTRY CLUB WEBSITE: www.philadelphiacc.net

CLUBHOUSE MANAGER – POSITION OVERVIEW

The Clubhouse Manager (CHM) at Philadelphia Country Club is fully responsible for overseeing the day-to-day operations of the clubhouse and front-of-house food and beverage services. Reporting to the Director of Food, Beverage, and Culinary Operations, the CHM is tasked with effectively managing all resources and employees, ensuring an exceptional, member-centric experience. The CHM sets a clear tone at the top and exemplifies model conduct while ensuring that all members, guests, and team members alike follow the rules, standards, and guidelines put forward by the Club.

Leading the clubhouse management team, the CHM promotes a positive, engaging, responsive, and highly competent professional service culture. A critical success factor for the CHM is being personable, approachable, and consistently present. Additionally, the CHM must be a team player and builder, capable of thoughtful interaction and collaboration with all departments to foster synergy throughout the organization. The successful new CHM at Philadelphia Country Club must possess strong skills in training and mentoring food and beverage team members and will have oversight responsibilities for all food and beverage front-of-the-house personnel, goals, objectives, and overall performance management. He or she will be responsible for the purchasing of all china, linen, glassware, and silverware, as well as ensuring that all proper systems, processes, and procedures are in place for beverage inventories, transfers, and purchasing. In addition, the CHM must be flexible and operate as needed to perform job duties and responsibilities as required by the General Manager.

Philadelphia Country Club prides itself on the special culture of “family” it embodies; this is amongst both members and staff and must be a natural part of the next leader’s ‘fabric. The foundation of the club’s achievements lies in the collective commitment to teamwork, unwavering dedication, and seizing every opportunity with a positive outlook and excellence. These values are more than just pillars of the operation; they represent the essence of Philadelphia Country Club. The goal to deliver exceptional experiences to members and guests hinges on the ability to work together and cultivate a culture of accountability. It is the shared commitment to fostering an inclusive and supportive environment that distinguishes the Club. Innovation is at the forefront, striving for excellence is standard, and every team member feels empowered to contribute their best.

Members understand that the sustained success of Philadelphia Country Club relies on maintaining an energized, well-trained, and committed management and staff team. Success in this role requires a sincerely engaged, personally invested, and naturally front-facing approach. It is crucial to have candid and thoughtful discussions with members about their experiences, suggestions, and requests. The ability to engage diplomatically, gracefully receive both positive and negative feedback, and provide balanced, thoughtful responses is essential.

DIRECT REPORTS:

The CHM supervises 5 Food and Beverage Managers, 2 Supervisors, 3 Interns, and Valet. Future growth opportunities will be available.

INITIAL PRIORITIES OF THE NEW CLUBHOUSE MANAGER

- Listen, learn, and observe. Become familiar with the culture, history, and traditions of Philadelphia Country Club and get to know the team and the members.
- Gain the trust of the team members, as well as evaluate and continue to develop, train, and mentor the clubhouse team while promoting fairness and consistency within and upholding the operational standards.
- Continue to focus on delivering consistency and the highest quality in member experiences and service, creating “wow” moments for members and guests.
- Evaluate the performance of Dining Room Managers and Supervisors; provide direction and training and development plans for each professional.
- Work with the Sr. Management to evaluate service standards and operational efficiency throughout the Clubhouse, ensuring that member expectations are being met and exceeded. Make changes as needed to enhance the member experience.
- Takes a coaching and teaching approach to team development and direct corrective action as needed.
- Continue to build on a positive culture for the food and beverage team, instilling the core values and training according to the standards of operating embraced by Philadelphia Country Club.
- Become familiar with and take ownership of the food and beverage and clubhouse operating budgets, ensuring that revenues and expenses are in line with projections while upholding standards of excellence and being a financial steward.
- Be the “Ambassador of Food & Beverage” with both members and team members, internally and externally, as needed.
- Keep up with current industry trends and network with other regional and culturally similar clubs nationwide.
- Build valuable connections and generate new and innovative programming and ideas to benefit the Club and its members and employees, including implementing state-of-the-art industry technology as needed.
- Direct maintenance of the POS system to ensure all POS items have correct pricing, menu cost split, and correct mapping to menu categories and that all hardware and software are up-to-date and performing at optimum levels.
- Hold and attend regular team meetings for reports, developing alignment across all areas of responsibility.

CANDIDATE QUALIFICATIONS

The ideal candidate will either be a successful, highly visible hospitality professional at a club known for exceptional member experiences or be viewed as a club manager “up-coming superstar” in a top-tier club. Qualifications include:

- Effective and passionate leader and food and beverage service professional with a proven track record of providing high-level services with a personality commensurately appropriate to Philadelphia Country Club.
- Previous large-scale multi-unit luxury experience within clubs is required.
- Outgoing and personable with excellent interpersonal skills.
- Charismatic, compassionate professional who truly enjoys the private club environment.
- Highly visible and engages with both members and staff.
- Team builder with experience training, guiding, and maintaining staff.
- Possess especially strong communication skills both verbal and written.
- Strong sense of accountability.
- Detail oriented.
- Proven experience providing “best in class” service levels for members and guests.
- Demonstrated skills in food and beverage operations are essential.
- Possess excellent financial and budgeting skills.
- Proven business acumen.
- Proven experience with innovative and creative programming.
- Understanding and knowledge of club governance and prior committee experience.
- Strong desire for progressive career growth in club management and willingness to be mentored.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of a degree, substantial private club or hospitality experience will be considered.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Ryan Kenny, General Manager/ COO, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Philadelphia Country Club and the Philadelphia area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Wednesday, August 21, 2024. Candidate selections will occur in late- August with the first Interviews expected in September 2024 and the second interviews a short time later. The new candidate should assume his/her role in late October.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Philadelphia CC”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Alice Stevens: alice@kkandw.com

Lead Search Executive:

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